Quick Walkthrough

CTERA C200

August 2013
Firmware Version 4.0

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Safety Warning

Carefully read the Safety Instructions and Operating Procedures provided in this guide before attempting to install or operate the appliance. Failure to follow these instructions may result in damage to equipment and/or personal injuries, and will void your warranty.

- This product contains no user-serviceable parts. Repair, maintenance and servicing of this appliance are to be carried out only by qualified CTERA personnel.
- This product may only be used for the applications described in the user guide, and only in connection with accessories which have been approved by CTERA.
- This product can only function correctly and safely if it is transported, stored, set up, and installed correctly, and operated and maintained as recommended.
- Operate this product only from the type of power source indicated on the product's marking label.
- You must use only the power supply that originally comes with your product.
- Overloaded AC outlets, extension cords, frayed power cords, damaged or cracked wire insulation, and broken plugs are dangerous. They may result in an electrical shock or fire hazard.
- Route power supply cords so that they are not likely to be walked on or pinched by items placed upon or against them.
- Slots and openings in the enclosure are provided for ventilation, to ensure reliable operation of the product and to protect it from overheating. Do not block or cover these openings.
- Never place this product near or over a heat source. Do not place this product in a built-in installation, such as a bookcase or equipment rack, unless you provide proper ventilation.
- Shutting down the appliance does not disconnect it from the power system. To establish a complete power separation, you must unplug the appliance from the wall outlet.
- Never push objects of any kind into this product through openings, as they may touch dangerous voltage or "short-out" parts, which could result in a fire or electric shock.
- To provide added protection for this product during a lightning storm, or when it is left unattended and unused for long periods of time, unplug it from the wall outlet.
- Refer servicing to qualified service personnel in the following situations:
  - When the power supply cord or plug is damaged
  - If objects have fallen into the product
  - If the product has been exposed to rain or water
  - If the product has been dropped or the enclosure has been damaged

Tip

For more detailed information, refer to the *CTERA C Series User Guide,* available at `http://www.ctera.com/support`.

1

Install the C200

Check the Package Contents

Verify that the package contains the following items:

C200

Ethernet Cable

Power Supply Cable

Check Required Items

Verify that you have the following required items (not included):

One or two hard drives (SATA, 3.5")

Ethernet Switch or Router with DHCP Enabled

Connect the C200

1. Open the C200's back cover, by pressing the two plastic tabs and then pulling backwards.

   Two slots are revealed.

2. Insert a SATA hard drive into the left-hand slot, pressing it firmly until it is all the way in.

   The drive's metal cover should be facing left.

3. If you have a second hard drive, insert it into the right-hand slot, pressing it firmly until it is all the way in.

The drive's metal cover should be facing right.

4 Close the C200's back cover, by inserting first the *bottom* of the cover, pressing the tabs, and then pushing forwards.

The cover should click into place.

5 Connect one end of the Ethernet cable to the LAN port, and connect the other end to your Ethernet LAN switch or router.

6 Connect the provided power supply cable to the power jack, and connect the power supply to the wall outlet.

7 Press the Power button at the back of the C200.

The C200 will start up, and the **Ready/Status** LED will flash rapidly in orange and then green. When the LED turns steady green, the C200 is ready.

Tip

If a DHCP server is not available, then after one minute, the appliance will use the IP address 192.168.192.5.

2

Connect to the C200 Web Interface

Windows Vista/7/8

1. On a computer connected to the same switch as the C200, view the network neighborhood, by doing one of the following:

   - In Microsoft Windows 7® or Microsoft Windows 8®, click **Start > Computer**, then click **Network** in the left pane.

     The C200 is automatically detected using UPnP and appears in the list of network places.

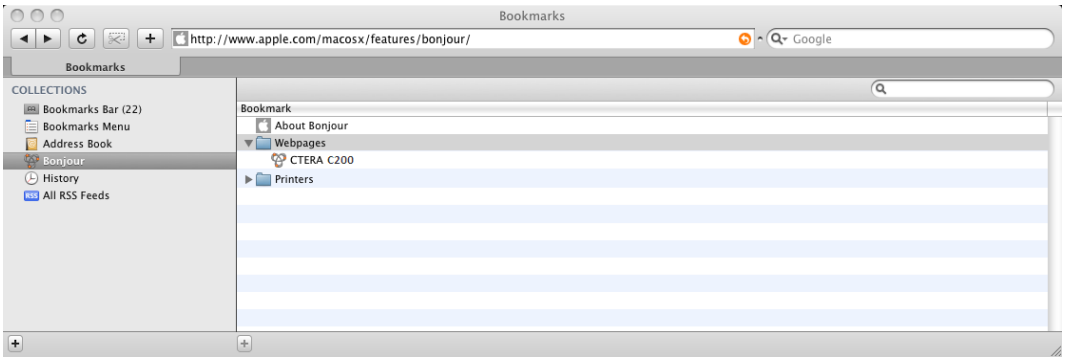
   - In Microsoft Windows Vista®, click **Start > Network**.

     The C200 is automatically detected using UPnP and appears in the list of network places.

2. Double-click on the icon named **CTERA C200**.

Mac OS

1. On a computer connected to the same switch as the C200, run **Safari**.
2. Open **Bookmarks**.
3. In the **Collections** pane, select **Bonjour**.
4. In the right pane, expand **Webpages**.



5. Double-click on the name of your appliance

.

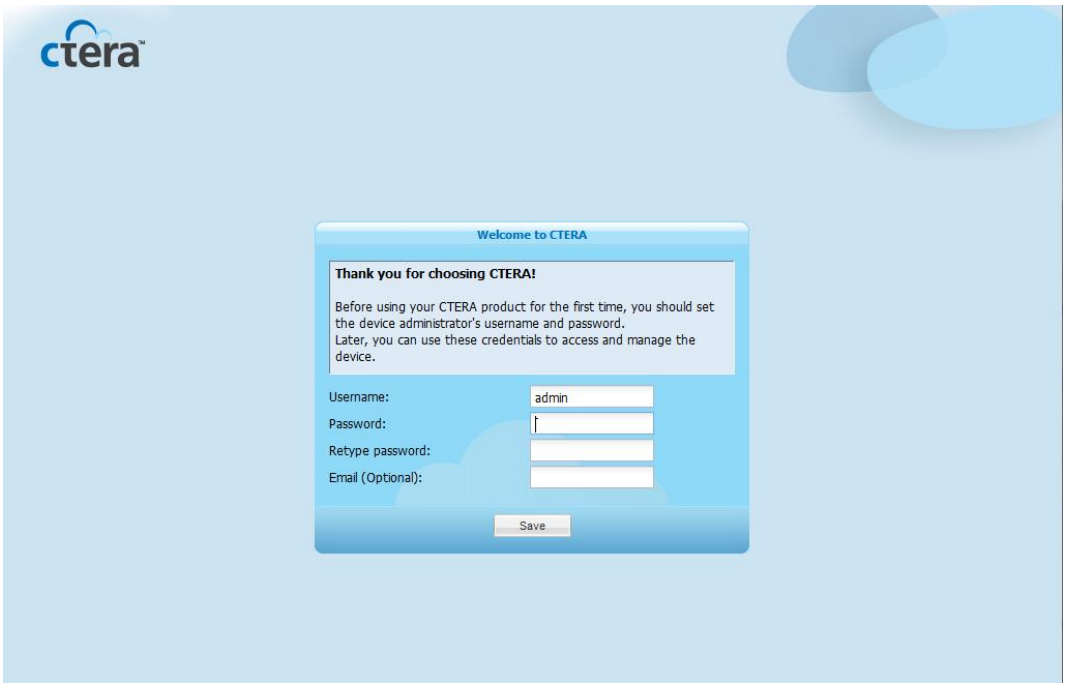
Tip

After connecting, you can add a bookmark in your Web browser, for easy access to the C200 Web interface.

3

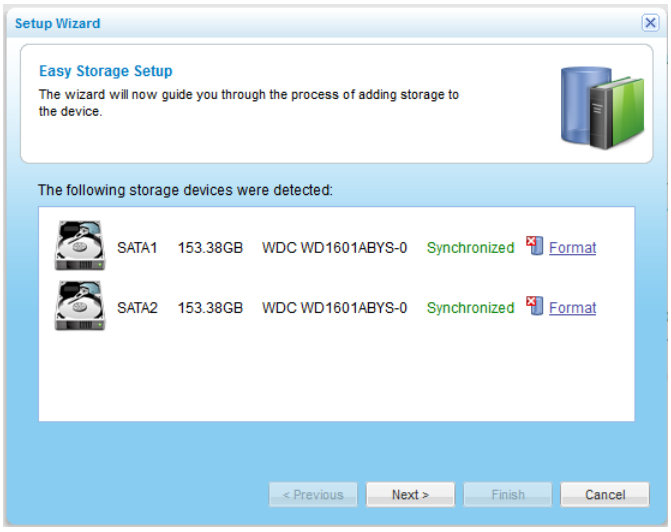
Set Up the C200

After connecting to the C200 Web interface, your Web browser displays the **Welcome to CTERA** page.


ctera
Welcome to CTERA
Thank you for choosing CTERA!
Before using your CTERA product for the first time, you should set the device administrator's username and password.
Later, you can use these credentials to access and manage the device.
Username:
admin
Password:
Retype password:
Email (Optional):
Save

1. Choose a user name and password for the administrator.
2. Click **Save.**

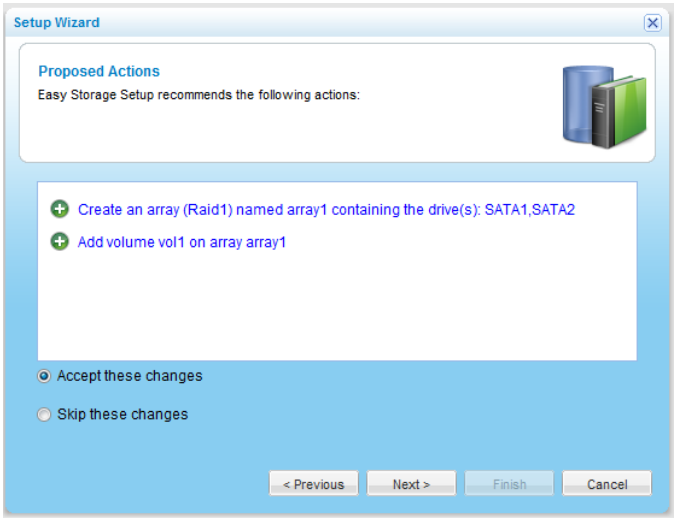
The **Setup Wizard** opens, displaying the **Easy Storage Setup** dialog box.


Setup Wizard
Easy Storage Setup
The wizard will now guide you through the process of adding storage to the device.
The following storage devices were detected:
SATA1 153.38GB WDC WD1601ABYS-0 Synchronized Format
SATA2 153.38GB WDC WD1601ABYS-0 Synchronized Format
< Previous
Next >
Finish
Cancel

3 Click **Next**.

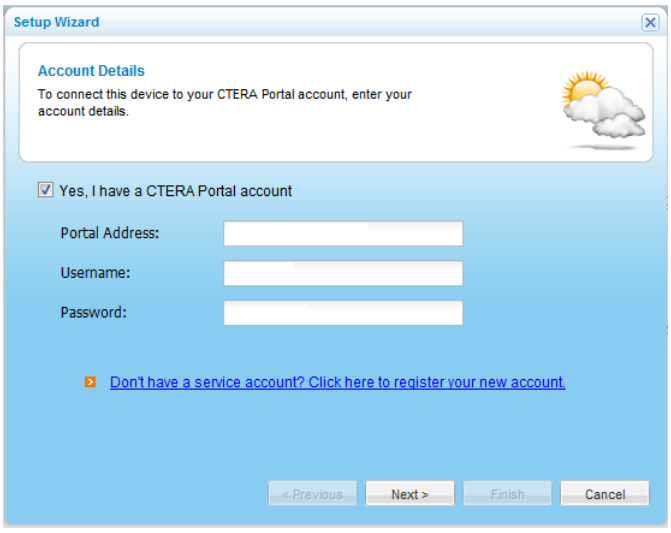
The following things happen:

- If the **Setup Wizard** determines that certain storage configuration changes would be beneficial, the **Proposed Actions** dialog box appears describing the changes.



To accept the configuration, click **Next.**

- The **Account Details** dialog box appears.


Setup Wizard
Account Details
To connect this device to your CTERA Portal account, enter your account details.
Yes, I have a CTERA Portal account
Portal Address:
Username:
Password:
Don't have a service account? Click here to register your new account.
< Previous
Next >
Finish
Cancel

4 Connect the C200 to the CTERA Portal, by doing the following:

a Select the **Yes, I have a CTERA Portal account** check box.

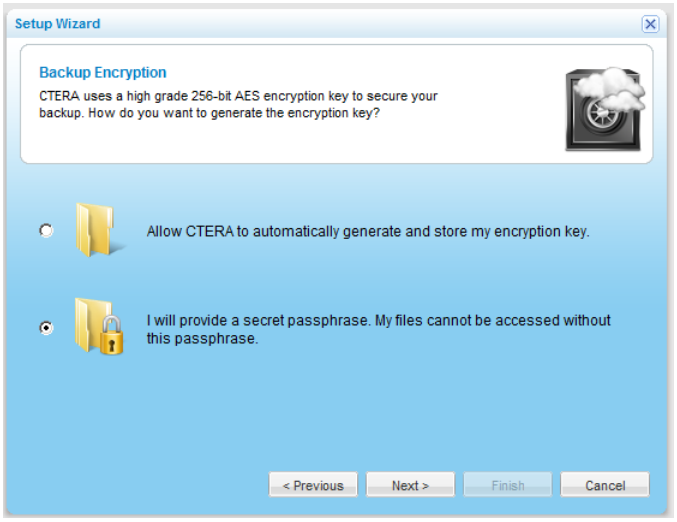
b In the **Portal Address** field, type the DNS name of the CTERA Portal.

c In the **User Name** field, type the user name for your CTERA Portal account.

d In the **Password** field, type the password for your CTERA Portal account.

5 Click **Next**.

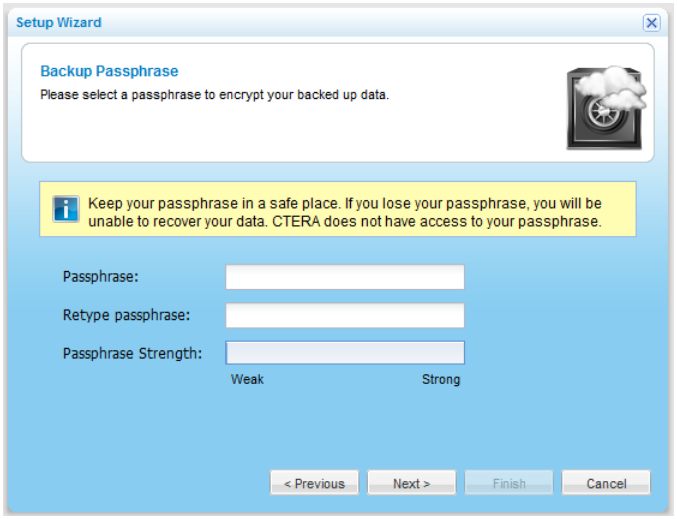
The **Backup Encryption** dialog box appears.


Setup Wizard
Backup Encryption
CTERA uses a high grade 256-bit AES encryption key to secure your backup. How do you want to generate the encryption key?
Allow CTERA to automatically generate and store my encryption key.
I will provide a secret passphrase. My files cannot be accessed without this passphrase.
< Previous
Next >
Finish
Cancel

6 Choose **I will provide a secret passphrase. My files cannot be accessed without this passphrase.**

7 Click **Next**.

The **Backup Passphrase** dialog box appears.


Setup Wizard
Backup Passphrase
Please select a passphrase to encrypt your backed up data.
Keep your passphrase in a safe place. If you lose your passphrase, you will be unable to recover your data. CTERA does not have access to your passphrase.
Passphrase:
Retype passphrase:
Passphrase Strength:
Weak
Strong
< Previous
Next >
Finish
Cancel

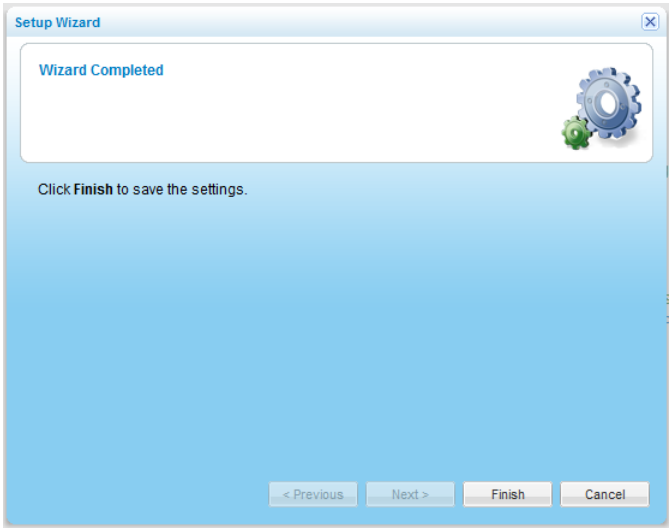
8 In the **Passphrase** and **Retype passphrase** fields, type the passphrase you want to use for accessing your files.

Warning

Your passphrase is completely confidential, and CTERA does not retain it online or offline. It is therefore important to keep this passphrase in a safe place, as there is no way of retrieving it if you lose it. Without this passphrase, you cannot access your files.

9 Click **Next**.

The **Wizard Completed** screen appears.



10 Click **Finish**.

4

Install and Use CTERA Agent

Tip

The following procedure describes how to install CTERA Agent on Microsoft Windows. For information on installing CTERA Agent on Linux, refer to the *CTERA Agent User Guide*.

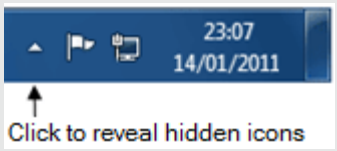
1. Log in to the C200 Web interface with your administrator user name and password.
2. In the **My Computers** tab, choose **CTERA Agent for Windows**, then click **Install**.

   The CTERA Agent installer is downloaded to your computer.
3. Run the installer and follow the instructions that appear.

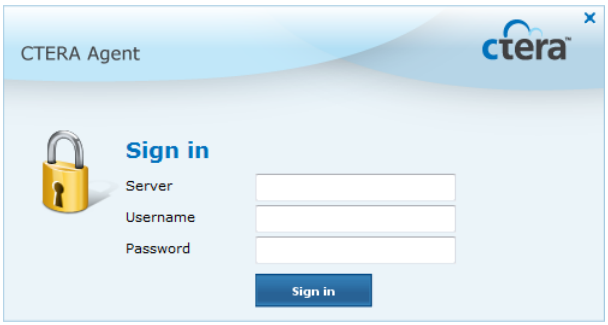
   CTERA Agent is added to the Windows Start menu, and an icon is added to the Windows taskbar.
4. Click the CTERA Agent tray icon in the notification area of the Windows taskbar.

Tip

In Windows 7, the CTERA Agent tray icon may be hidden. In this case, click on the white arrow in the notification area of the taskbar to reveal hidden icons:



The **Sign In** window opens.



5. In the **Server** field, type the C200's IP address, or type the C200's host name as it appears in the Web interface's **System > Device Details** page.

   If your appliance is subscribed to the Dynamic DNS service, enter the appliance DNS name as it appears in the **Services** page.

6 In the **Username** and **Password** fields, type you user name and password for accessing the C200 Web interface, and click **Sign in**.

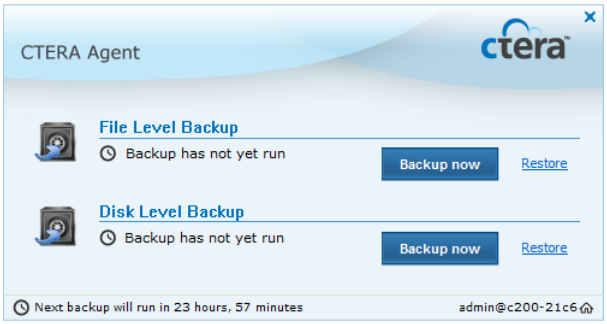
The CTERA Agent connects to the C200. A success message appears, and the CTERA Agent icon changes to .

7 Right-click on a folder, and click **CTERA backup > Add to backup**.

The folder is marked with the icon.

8 Click the CTERA Agent tray icon in the notification area of the Windows taskbar.

The **CTERA Agent** screen appears.



9 Next to the desired backup type, click **Backup now**.

The CTERA Agent backs up the selected folder to the C200.

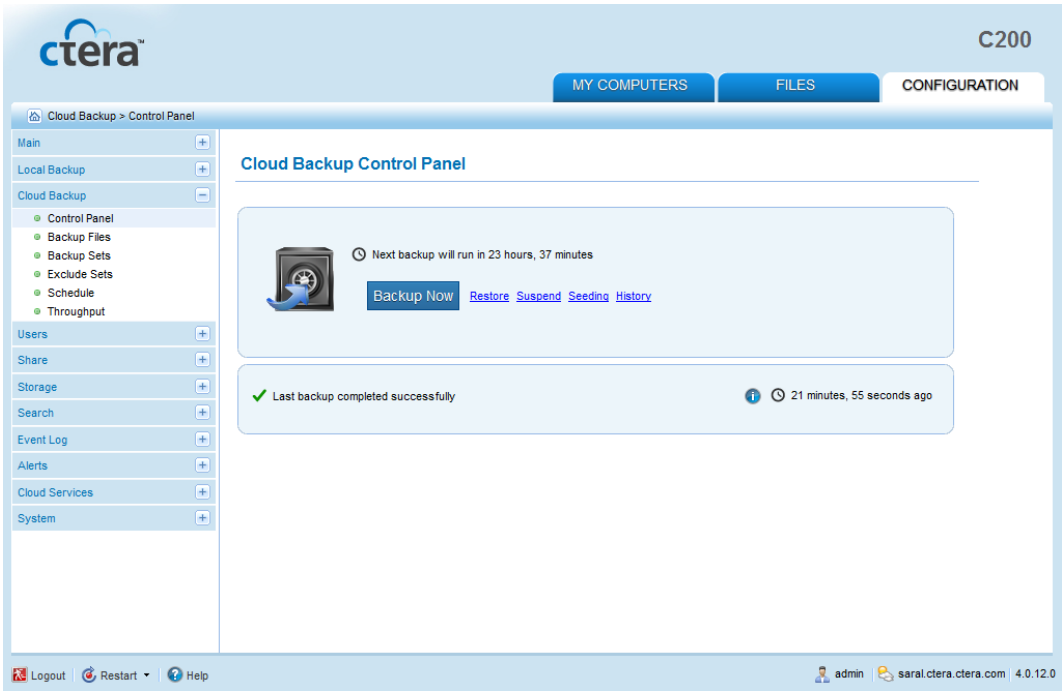
5

Back Up Files to the Cloud

In this step, you will back up the contents of the disk to the CTERA Portal.

1 In the **Configuration** tab's navigation pane, click **Cloud Backup > Control Panel**.

The **Cloud Backup > Control Panel** page appears.



2 Click **Backup Now**.

A progress bar appears, and the files are backed up to cloud storage.

Tip

The initial backup may take a long time, depending on the amount of data and Internet connection speeds. Subsequent backups are differential and are significantly faster.

6

Restore Files from Cloud Backup

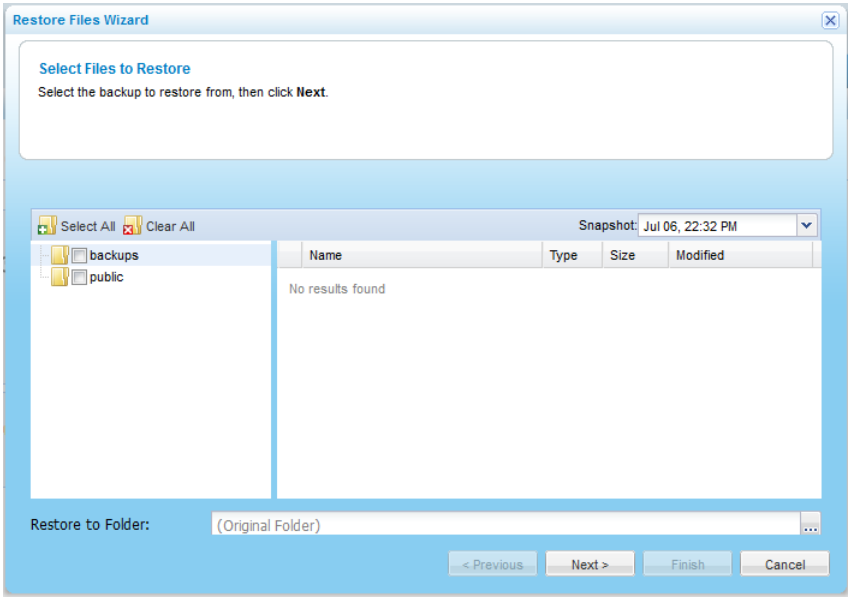
You can restore files and folders to the C200, from the **Cloud Backup Control Panel.** This can be done by administrators only. For additional restore methods and options, refer to the *CTERA C-Series User Guide*.

1. In the **Configuration** tab's navigation pane, click **Cloud Backup > Control Panel**.

   The **Cloud Backup > Control Panel** page appears.

2. Click **Restore Files**.

   The **Restore Files Wizard** opens, displaying the **Select Files to Restore** dialog box.



3. In the **Snapshot** drop-down list, select the date and time of the snapshot from which you want to restore files.

4. Specify which files and folders you want to restore, by doing any of the following:

   - To select individual files and folders:

     1. In the left pane, expand the nodes and click on the desired folders.

        The folder contents appear in the right pane.

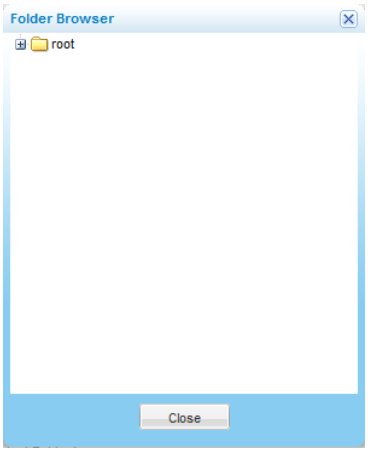
     2. Select the check boxes next to the desired folders and files.

   - To select all files, click **Select All**.

   - To un-select all files, click **Clear All**.

5 If you want to restore files to a location other than the original location:

a Click in the **Restore to Folder** field. The **Folder Browser** dialog box appears.

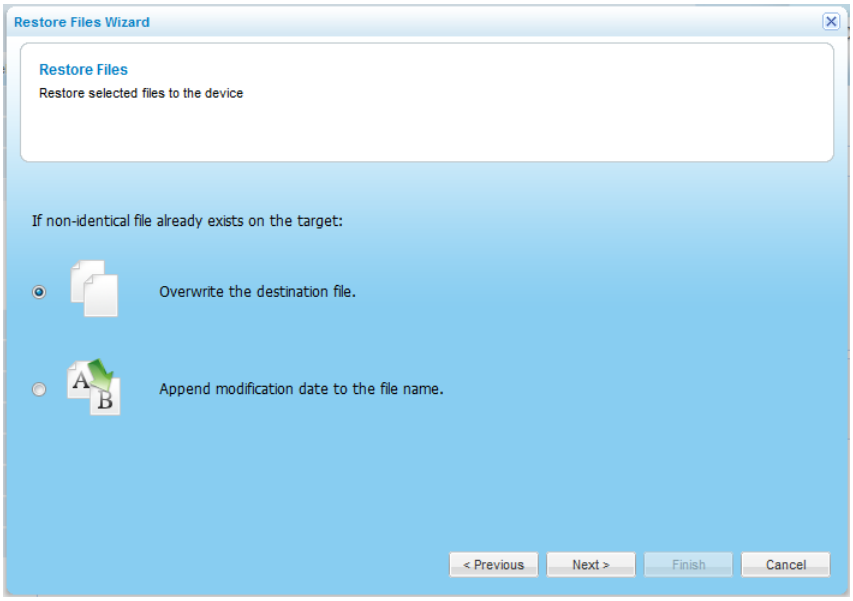


b Select the folder to which you would like to restore the files.

c Click **Close**.

6 Click **Next**.

The **Restore Files** dialog box appears.

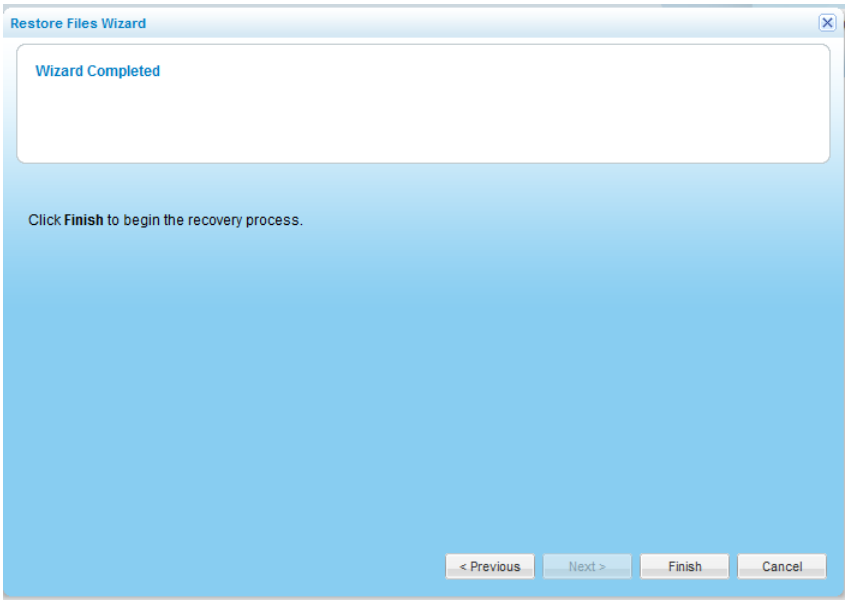

Restore Files Wizard
Restore Files
Restore selected files to the device
If non-identical file already exists on the target:
Overwrite the destination file.
Append modification date to the file name.
< Previous
Next >
Finish
Cancel

7 Specify how the C200 should handle files that exist both on your drive and in the selected backup, by doing one of the following:

- To specify that the files on your drive should be overwritten by the files in the backup, choose **Overwrite the destination file**.
- To specify that the files on your drive should have the modification date appended to their name, choose **Append the modification date to the name**.

8 Click **Next**.

The **Wizard Completed** screen appears.



9 Click **Finish**.

A progress bar appears, and the files are restored from the selected backup.

7

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NEITHER CTERA NOR ANY OF ITS LICENSORS AND RESELLERS SHALL BE LIABLE TO YOU FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES (EVEN IF CTERA ITS LICENSORS OR RESELLERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES) IN CONNECTION WITH THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, ANY SUCH DAMAGES RESULTING FROM: (i) THE USE OR THE INABILITY TO USE THE SOFTWARE; (ii) THE COST OF PROCUREMENT OF SUBSTITUTE GOODS AND SERVICES; OR (iii) UNAUTHORIZED ACCESS TO OR ALTERATION OF YOUR CONTENT. IN ANY CASE AND WITHOUT DEROGATING FROM THE ABOVE, TO THE EXTENT THAT THE AFOREMENTIONED LIMITATION OF LIABILITY SHALL NOT BE ENFORCEABLE, CTERA'S AGGREGATE LIABILITY UNDER THIS AGREEMENT AND ANY OTHER AGREEMENT BETWEEN CTERA AND YOU SHALL BE LIMITED TO THE LOWER OF (I) THE AMOUNT ACTUALLY PAID BY YOU TO CTERA FOR THE SOFTWARE WHICH IS THE SUBJECT MATTER OF THE CLAIM, OR (II) US$1,000,000. THE SOFTWARE IS NOT INTENDED FOR USE IN CONNECTION WITH ANY INHERENTLY DANGEROUS APPLICATION. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF CERTAIN WARRANTIES OR THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. ACCORDINGLY, SOME OR ALL OF THE ABOVE EXCLUSIONS OR LIMITATIONS MAY NOT APPLY TO YOU, AND YOU MAY HAVE ADDITIONAL RIGHTS. THIS SECTION CONSTITUTES A CONTRACT FOR THE BENEFIT OF EACH OF CTERA'S LICENSORS, RESELLERS AND DISTRIBUTORS.

9. Indemnification by You

9.1 You shall indemnify, defend and hold CTERA, its affiliates and licensors, each of its and their business partners and each of its and their respective employees, officers, directors and representatives, harmless from and against any and all claims, losses, damages, liabilities, judgments, penalties, fines, costs and expenses (including reasonable attorney fees), arising out of or in connection with any claim arising out of (i) Your use of the Software in a manner not authorized by this Agreement, and/or in violation of the applicable restrictions and/or applicable law, (ii) Your violation of any term or condition of this Agreement or any applicable additional policies, or (iii) Your or Your employees' or personnel's negligence or willful misconduct.

9.2 CTERA shall promptly notify You of any claim subject to indemnification; provided that CTERA's failure to do so shall not affect Your obligations hereunder, except to the extent that CTERA's failure to promptly notify You materially delays or prejudices Your ability to defend the claim. At CTERA's option, You will have the right to defend against any such claim with counsel of Your own choosing (subject to CTERA's written consent) and to settle such claim as You deem appropriate, provided that You shall not enter into any settlement without CTERA's prior written consent and provided that CTERA may, at any time, elect to take over control of the defense and settlement of the claim.

10. Indemnification by CTERA

Notwithstanding CTERA's disclaimer of any warranty of non-infringement as set forth in Section 7 above, in special circumstances, in CTERA's sole discretion, CTERA may choose to indemnify You in accordance with the provisions of this Section 10.

10.1 Indemnification. CTERA may defend or settle, at its option and expense, any action brought by a third party against You, only to the extent such action arises from any third party claim brought against You alleging that the Software infringes any patent, copyright, trademark, trade secret, or other intellectual property right of any third party (the "**IP Claim**"), and may pay all costs, liabilities, damages and legal fees finally awarded against You in, or paid in settlement of, such action.

10.2 Remedy by CTERA. In the event that any Software or portion thereof is held, or in CTERA's reasonable opinion may be held, to constitute an infringement, CTERA, at its option and expense, may either (i) obtain for You the right to continue to use such Software as contemplated herein, (ii) modify such Software so that it becomes non-infringing, but without materially altering its functionality, (iii) replace such Software with a functionally equivalent non infringing Product, or (iv) terminate this Agreement and provide you with a refund of the amount paid for the infringing Software.

10.3 Exceptions. The foregoing does not apply to claims to the extent arising from: (i) the combination of a Software with other products not supplied by or on behalf of CTERA where such claim would not have arisen from the use of the Software standing alone, (ii) compliance by CTERA with Your specifications, (iii) any modification of the Software not made by or on behalf of CTERA, where such claim would not have arisen but for such modification, or (iv) where You continue an activity where such claim would not have arisen but for such activity after having received and had a commercially reasonable time to install modifications from CTERA that would have completely avoided the activity.

10.4 Entire Liability. This section 10 states the entire liability of CTERA and Your exclusive remedy for any proceedings or claims that the Software infringes or misappropriates a third party's intellectual property, in respect of which CTERA chooses to provide indemnification.

10.5 Requirements for Indemnity. You agrees to provide CTERA with (i) prompt written notice of the IP Claim giving rise to CTERA's indemnity option hereunder, (ii) sole control over the defense or settlement of such claim or action, if CTERA so requests (provided that CTERA shall not, without Your prior written consent, settle any such claim or action if such settlement contains a stipulation to or admission or acknowledgment of any liability or wrongdoing on Your part), and (iii) reasonable information and assistance in the defense and/or settlement any such claim or action at CTERA's option and expense.

11. Miscellaneous Provisions

11.1 The Software may be subject to export control laws of the State of Israel and/or may be subject to additional export control laws applicable to You or in Your jurisdiction. You shall not ship, transfer, or export the Software into any country, or make available or use the Software in any manner, prohibited by law. You warrant and agree that You are not: (i) located in, under the control of, or a national or resident of Cuba, Iran, North Korea, Syria or Sudan, or (ii) on the U.S Treasury Department list of Specially Designated Nationals or the U.S. Commerce Department's Table of Deny Orders.

11.2 This agreement will be governed by and construed in accordance with the laws of the State of Israel, without giving effect to any conflict of laws and provisions that would require the application of the laws of any other jurisdiction. The parties hereby expressly reject any application to this Agreement of (a) the United Nations Convention on Contracts for the International Sale of Goods; and (b) the 1974 Convention on the Limitation Period in the International Sale of Goods, as amended by that certain Protocol, done at Vienna on April 11, 1980.

11.3 All disputes arising out of this Agreement will be subject to the exclusive jurisdiction of the competent courts of Tel Aviv, Israel, and the parties agree and submit to the personal and exclusive jurisdiction and venue of these courts, except that nothing will prohibit CTERA from instituting an action in any court of competent jurisdiction to obtain injunctive relief or protect or enforce its intellectual property rights.

11.4 The failure of CTERA to exercise or enforce any right or provision of this Agreement does not constitute a waiver of such right or provision. If for any reason a court of competent jurisdiction finds any provision or portion of this Agreement to be unenforceable, the remainder of this Agreement will continue in full force and effect.

11.5 This Agreement constitutes the entire agreement between CTERA and You with respect to the subject matter hereof and supersedes and replaces all prior or contemporaneous understandings or agreements, written or oral, regarding such subject matter. Any waiver of any provision of this Agreement will be effective only if in writing and signed by CTERA.

11.6 You may not assign or transfer any of Your rights or obligations under this Agreement to a third party without the prior written consent of CTERA. CTERA may freely assign this Agreement. Any attempted assignment or transfer in violation of the foregoing will be void.

CTERA Limited Hardware Warranty

Limited Hardware Warranty. CTERA warrants that the hardware components of the product supplied to you by CTERA or its authorizes partners (the "**Hardware Product**") shall be free from material defects in design, materials, and workmanship and will function, under normal use and circumstances, materially in accordance with the documentation provided with such Hardware Products for a period of one year from the date of shipment by CTERA. Your sole and exclusive remedy, and CTERA's sole and exclusive liability for defective hardware components shall be that CTERA, at its sole option, subject to the terms and conditions of this Warranty, and solely upon confirmation of a defect or failure of a hardware component to perform as warranted, shall either repair or replace the nonconforming hardware component. All replacement parts furnished to You under this warranty shall be new or refurbished and equivalent to new, and shall be warranted as new for the remainder of the original warranty period. All defective parts, which have been replaced, shall become the property of CTERA. All defective parts that have been repaired shall remain Your property.

Procedures. A Hardware Product or one of its component parts may only be returned to CTERA with CTERA's prior written approval. Any such approval shall reference a returned material authorization number issued by an authorized CTERA service representative. Transportation costs, if any, incurred in connection with the return of a defective item to CTERA shall be borne by You. Any transportation costs incurred in connection with the redelivery of a repaired or replacement item to You by CTERA shall be borne by CTERA; provided, however, that if CTERA determines, in its sole discretion, that the allegedly defective item is not covered by the terms of the warranty or that a warranty claim is made after the warranty period, the cost of the repair by CTERA, including all shipping expenses, shall be reimbursed by You.

Exclusions. The foregoing warranties and remedies shall be void as to any Hardware Products damaged or rendered unserviceable by one or more of the following: (1) improper or inadequate maintenance by anyone other than CTERA or CTERA's authorized agents, (2) software or interfacing supplied by anyone other than CTERA, (3) modifications, alterations or additions to the Hardware Products by personnel not certified by CTERA or CTERA's authorized agents to perform such acts, or other unauthorized repair, installation or opening or other causes beyond CTERA's control, (4) unreasonable refusal to agree with engineering change notice programs, (5) negligence by any person other than CTERA or CTERA's authorized agents, (6) misuse, abuse, accident, electrical irregularity, theft, vandalism, fire, water or other peril, (7) damage caused by containment and/or operation outside the environmental specifications for the Hardware Products, (8) alteration or connection of the Hardware Products to other systems, equipment or devices (other than those specifically approved by CTERA) without the prior approval of CTERA, or (9) any use that is inconsistent with the user manual supplied with the Hardware Product.

Limitation of Liability. NOTWITHSTANDING ANYTHING ELSE IN THIS WARRANTY OR OTHERWISE, NEITHER CTERA NOR ITS SUPPLIERS WILL BE LIABLE WITH RESPECT TO ANY SUBJECT MATTER OF THIS WARRANTY UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY, OR OTHER LEGAL OR EQUITABLE THEORY, REGARDLESS OF WHETHER CTERA WAS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES: (i) FOR ANY PUNITIVE, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LOST DATA OR LOST PROFITS. IN THE EVENT THAT CTERA FAILS TO EITHER REPAIR OR REPLACE THE NONCONFORMING HARDWARE COMPONENT IN ACCORDANCE WITH THIS WARRANTY, YOU SHALL ONLY BE ENTITLED, AS A SOLE AND EXCLUSIVE REMEDY, TO A REFUND OF THE AMOUNT PAID FOR THE HARDWARE PRODUCT.